



MAYOR'S OFFICE OF HUMAN SERVICES

COMMUNITY OUTREACH COORDINATOR

Baltimore City Mayor's Office of Human Services is seeking a dynamic professional to coordinate the activities of the outreach worker units throughout Baltimore City to ensure effective connections with the street homeless. This is a non-supervisory position. This position reports to the Director of the Homeless Services Program (HSP).

Responsibilities of the position include but are not limited to:

- Coordinate the activities of outreach worker organizations that work in assigned sectors throughout the City. This includes co-facilitating weekly outreach meetings, responding to constituent inquiries related to outreach.
- Collect, organize and monitor outreach data, generate reports related to outreach activities, transition outreach data collection into the Homeless Management Information Systems (HMIS).
- Coordinate the following activities: Homeless Services Code Red and Code Blue responses; outreach teams responses to encampments including but not limited to documentation of services and housing placements offered to the individuals encountered in the encampments.
- Coordinate the annual Point-in-Time count, specifically, the unsheltered count component.
- Ensure that outreach providers are fully engaged with all resources and systems critical to serving the homeless population, including but not limited to: housing resources and opportunities; medical and behavioral health systems; identification and benefits programs; 211 resources; and information-sharing across city systems.
- Ensure that outreach teams are engaged in key initiatives such as Project Homeless Connect and the Point-in-Time count.
- Represent the agency at community and stakeholder meetings relevant to homeless outreach including managing the inter-agency outreach communications; advising city agencies on potential ways to minimize harm to homeless persons.

Knowledge, Skills and Abilities:

- Knowledge of community outreach needs and problems.
- Knowledge of programs, services and resources available in the community.
- Knowledge of group dynamics and work techniques.
- Knowledge of community organization and consensus building techniques.
- Knowledge of administrative practices and procedures.
- Skill in interpersonal relations.
- Ability to plan, organize and evaluate outreach and related activities and related special events in the community.
- Ability to prepare and maintain detailed statistical and narrative reports; evaluate data, compare data to existing standards and draw conclusions.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate effectively orally and in writing.
- Ability to manage multiple projects.
- Ability to deal effectively with government officials and personnel, representative of private organizations, community groups and others.
- Must be a self-starter with sound judgment and high communication skills. Must be a team player with the ability to prioritize multiple tasks. Work must be timely and attention to detail is necessary. Understanding of budgetary process is helpful. Experience with monitoring co
- Competent working with Microsoft Office® and communicating via email.

Education and Experience Requirements:

Requirements - A bachelor's degree in social work, human services administration, or sociology from an accredited college or university and two years of experience in related homeless, social or health services field.

Equivalencies - A master's degree in social work, human services administration, or sociology may be substituted for the year of non-specialized experience. Equivalent combination of education and experience.

This is a **full-time non-civil service position with a salary of \$55,503** and a comprehensive benefits package. Those considered for employment must authorize release of a criminal background check from the Maryland State Police.

To Apply: Please forward resumes by regular mail or e-mail to the attention of Ms. Susan Olubi, Director of Administrative Services, Mayor's Office of Human Services, 7 E. Redwood Street, 5th Floor, Baltimore, MD 21202; Susan.Olubi@baltimorecity.gov. No facsimiles accepted. **Applications will be accepted on a continuous basis until filled.**

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